


Appendix C

U.S. Department of Education Contacts

If you...	Contact...
Have questions about cohort default rate appeals and general cohort default rate issues	<p>If sent by commercial overnight mail/courier delivery, send your request to:</p> <p>U.S. Department of Education Default Management Division (DMD) ROB-3, Room 3905 7th and D Streets, SW Washington, DC 20202</p> <p>If sent by U.S. Postal Service, send your request to:</p> <p>U.S. Department of Education Default Management Division (DMD) Portals Building, Room 6300 400 Maryland Avenue, SW Washington, DC 20202-5353</p> <p>Call: (202) 708-9396</p>
Would like to e-mail Default Management Division a question	<p>IPOS_Default_Management_Division@ed.gov</p> <p> Note Cohort default rate challenges/appeal submissions will NOT be accepted via facsimile or e-mail.</p>

If you...	Contact...
Need copies of the Department's regulations, "Dear Colleague" letters, or other student aid publications	U.S. Department of Education Federal Student Aid Information Center P.O. Box 84 Washington, DC 20044-0084 (800) 433-3243 http://ifap.ed.gov
Have questions about collection of individual defaulted loans assigned to the Department	U.S. Department of Education Debt Collection Service (DCS) Student Receivables Division ROB-3, Room 5118 400 Maryland Avenue, SW Washington, DC 20202-5320 (800) 621-3115
Need information on lender or guaranty agency cohort default rates	U.S. Department of Education Guarantor and Lender Oversight Service (GLOS) ROB-3, Room 4616 400 Maryland Avenue, SW Washington, DC 20202-5138 (202) 401-7482
Have questions about recertification, audit resolution, financial analysis, program review, or institution improvement	U.S. Department of Education Institutional Participation and Oversight Service (IPOS) ROB-3, Room 3915 400 Maryland Avenue, SW Washington, DC 20202 (202) 205-0183